**DHS Central Pharmacy Use and Instructions**

Please see information below provided by the DHS Central pharmacy team to assist you and your patients in using DHS Central Pharmacy (mail order pharmacy).

**MHLA DHS Central Fill Pharmacy**

* 1. Please note, this is an office, NOT a pharmacy. No medication is stored at this location. Patients CANNOT pick up medications at this address. Medications will ONLY be mailed to patients.

For a formulary drug that’s in stock (please see #3 for details), it usually takes about 3-5 days for the patient to receive the medication.

* 1. **Contact information**

               Phone number: 213-288-8479

               Fax number: 310-669-5609

* 1. **We take prescription via E-script (Surescript)**

You can add DHS Central Fill Pharmacy on your EMR: We are not sure how the search function works from within the EMR, but here is some information of this pharmacy.

The pharmacy address is 313 N Figueroa St. Ste 1225, Los Angeles, CA 90012. The phone number is either 213-240-7717 or 213-240-8479.

Please reach out if you have any difficulties finding us.

1. Please ensure patients’ **ENROLLMENT FORMS** are submitted before sending the prescriptions. (Enrollment forms in English and Spanish are attached.)

This form is a consent from the patient that he/she agrees to have the medications to be mailed to the indicated address.

DHS will accept forms signed by proxy (with the patient’s consent) if the patient has a telehealth visit.

**Please double check the address filled on the form, especially the apartment number (if there is one) is correctly included.**

If patients have difficulty receiving delivered packages, (i.e. it’s a gated community, unsafe neighborhood), please consider having the medications delivered to the clinic.

We do NOT deliver to P.O. box.

When patient moved, please inform us immediately by either calling us @ 213-288-8479 or fax us an updated enrollment form. (Please write down “Address Change” on page of the updated enrollment form).

1. **MHLA DHS CF Guide – formulary compliance** (please see attachment called “MHLA DHS CF Guide”) – The list is subject to changes. Please feel free to contact the MHLA program office or visit the MHLA website for an updated version.

* Medications are alphabetically listed. You can just “Ctrl+F” to search for the drug on the spread sheet.
* DHS4, DHS8, DHS12 and OTC2 pricing categorized medications (like Amoxicillin, Alprazolam, Ibuprofen Liquid etc) can be filled at any MHLA contracted pharmacy with no cost to the patients. Patients may walk into a local contracted pharmacy with the original prescription and MHLA ID card, and pick up from that pharmacy. For locations of contracted pharmacies, please go to: <http://ventegra.com/mhla/>. (Some antibiotics that are 340B category that can only be filled at 340B contracted pharmacy. If you are only contracted with DHS Central Fill as your 340B pharmacy, we will have to order the medication and ship it to the patient. Please be aware that it will take extra days.)
* If the medication is not on the list, most likely the medication is not formulary. You can then go to the “Top Rejected Claims” to search for the medication (as shown on the screen shot below).



* On “Top Rejected Claims”, not all the non-formulary drugs are listed. If it is listed, the second column tells you what the formulary alternatives are.

For example (*I also added the third column here shown below to show you if the medication can be obtained through PA request):*

|  |  |  |
| --- | --- | --- |
| **Drug** | **Alternative** | **PA Request** |
| Empagliflozin 10mg for T2DM | Try formulary alternative first metformin, glipizide/glimepiride, pioglitazone, or insulins (if A1c ≥ 10) | PA request for Empagliflozin **25mg HALF (12.5mg)** PO QD: if patient eGFR ≥ 45 and has a history of CAD or CHF; or if the patient A1c between 0.5% and 2& above A1c target, patient is not on insulin, eGFR ≥ 45, has failed or is intolerant to maximal dose of metformin + sulfonylurea + TZD. |
| Ketoconazole Shampoo | OTC – not covered | When it says “not covered”, medication will not be approved even through PA request |

1. **Prior Authorization Request** for non-formulary drugs (please see attachment called “MHLAPriorAuthoirzationForm.pdf”)

Please ensure to fully complete the form including the following:

* MHLA PID
* Clinic contact information
  + Direct line phone number to the prescriber
  + Fax number
  + Email address
  + PA decision will be returned based on the contact information provided on the form. If both fax and email are provided, PA decision will be emailed AND faxed
* Relevant clinical information i.e. lab results, medication history, progress notes etc
* Justification for the request and description why formulary drug is not appropriate

Please note, DHS Pharmacy will file PA as incomplete if information is missing and/or CP is not reachable or non-responsive

Prior Authorization can be emailed to [priorauth@dhs.lacounty.gov](mailto:priorauth@dhs.lacounty.gov) or faxed to DHS Pharmacy Affairs Office at 310-669-5609

It is MHLA’s expectation that all formulary restrictions are met, but a PA is NOT required for a drug with restrictions.

1. MHLA DHS CF **glucometer and test strips instruction**: (please see attachment called “MHLD DHS CF Glucometer and Test Strips”)

While MHLA will deliver test strips to patients, please inform MHLA patients to call **800-566-8558** to obtain a free meter.

               Clinics may also contact the representative of Arkray: Mike @ 800-818-8877 ext 2618 to bring some free meters.

1. MHLA DHS Central Fill **REFILL** request instruction

When **7 days prior** to running out of medications, please call our automated Rx refill hotline at: **1-800-500-1853.**

The answering machine will prompt the following:

Dial “1” for refill, then enter the prescription number which is a 10-digit number that starts with “020” on the prescription label.

The answering machine will then verify the first 3 letters of patient’s last name. Dial “1”, if that is correct.

             This automated system is available in Spanish.

To track medications delivery for patients, please call 213-288-8479.

For additional questions on the formulary, DHS Central pharmacy, and prior authorizations forms, you may contact [@Shanshan Chen](mailto:SChen3@dhs.lacounty.gov) at 213-288-8476.